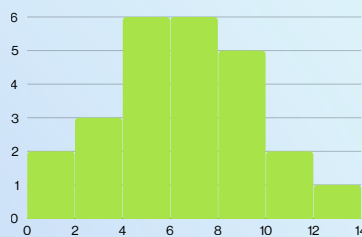


WaitWell reports

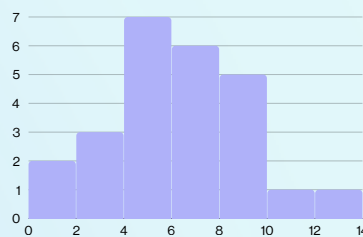
Get full visibility into operational efficiency, staff performance, and customer satisfaction with **40+ reports.**

Tickets per hour



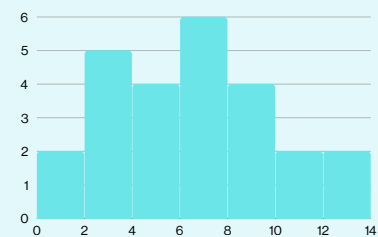
Volume by hour.

Tickets by agent



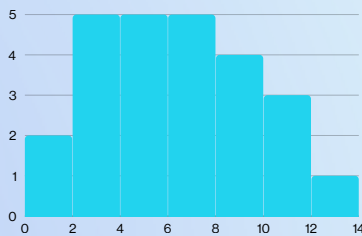
View volume by agent.

Ticket volume trending



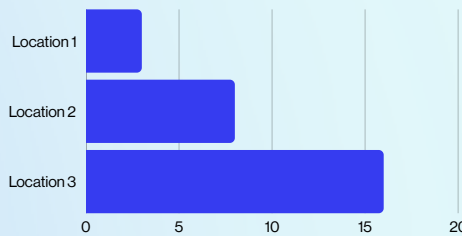
Daily or monthly ticket volume.

Tickets by source



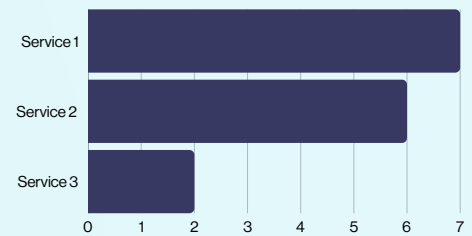
Number of tickets by source.

Tickets completed by location



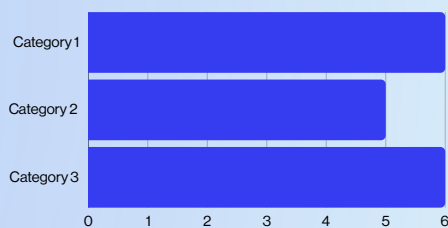
Tickets completed per location.

Tickets by service type



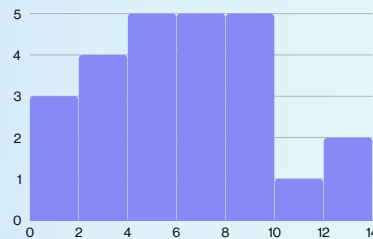
Tickets completed by service type.

Tickets by category



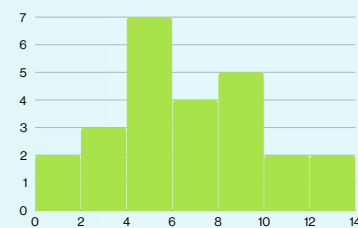
Tickets completed by category.

Serve time within target



Percent of tickets where serve time was in target.

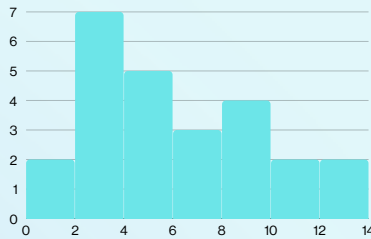
Average wait time by queue



Average wait time per queue per specified period.

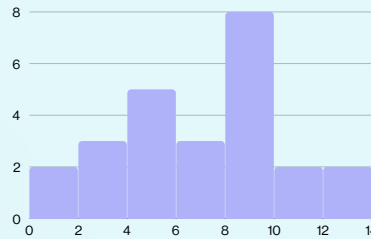


Time spent by agent



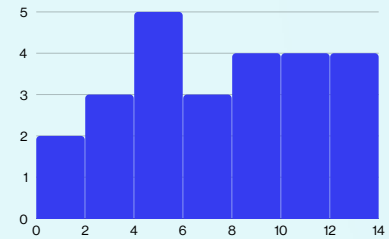
Average time spent on ticket per agent.

Time spent by service type



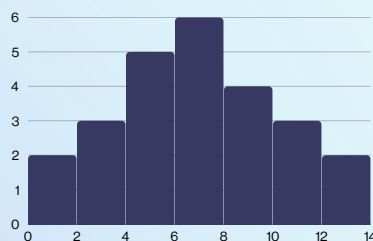
Average time spent serving a ticket by service type.

Time per ticket trending



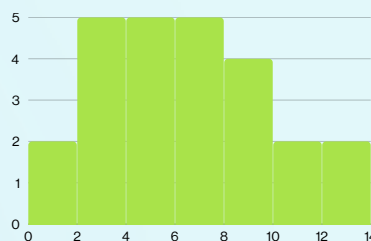
Track trends in ticket handling time.

Wait time within target



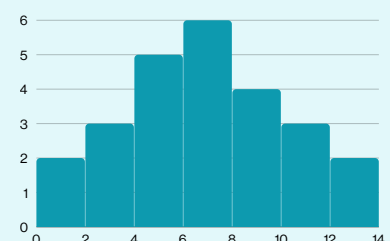
Percent of tickets in target wait time.

Wait times



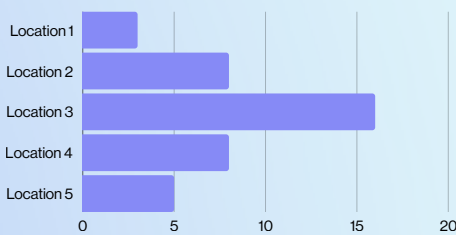
Average wait times per hour.

Average wait times trending



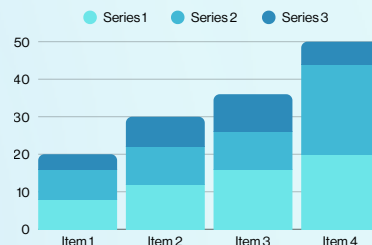
Average wait time for selected period.

Average wait time by location



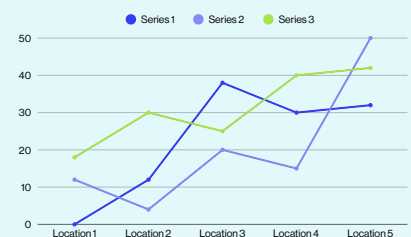
Average wait time per location.

Ticket volume trending by status



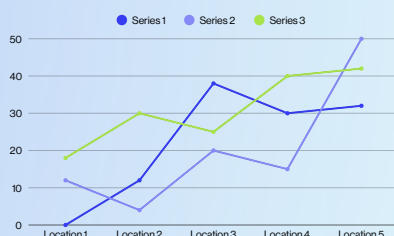
Ticket volumes by specified time and status.

Ticket volume trending by location



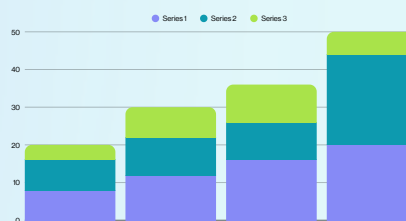
Volume of completed tickets by location.

Queue size vs. no-show



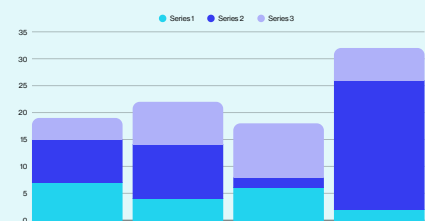
Queue sizes per hour vs. no-shows.

Billable SMS messages



Billable SMS for all locations per month.

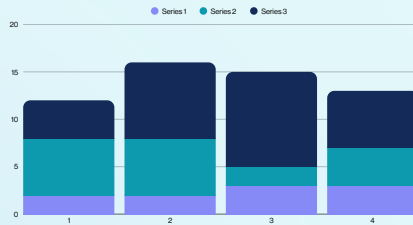
Billable SMS messages for all regions



Billable SMS for all regions and locations.

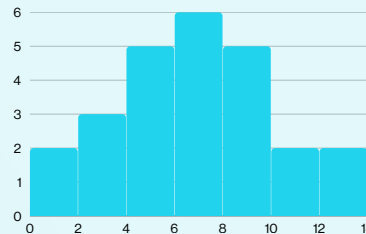


SMS messages



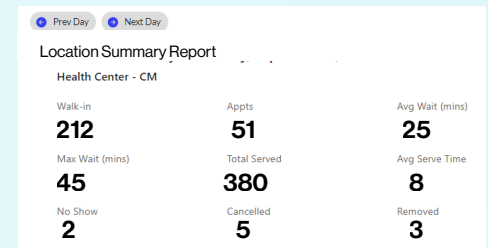
Number of SMS messages sent daily.

Appointment utilization



Available time slots vs. booked appointments.

Location summary



Key statistics by location per day, week, or month.

More reports:

- Location summary per queue
- Audit queue events
- Audit changes report
- No-show percentage
- Waivers/forms report
- Audit login report
- Chatbot logs
- Customer logs
- Agent summary report
- Total customers
- Customer reviews
- Total deliveries
- Hours worked
- Items sold
- Ticket transfers
- + more



Waillo INSIGHTS



Ask a question

I can analyze your service data and provide recommendations.

How can we reduce no-shows?

Waillo Insights delivers real-time, plain-language insights that help service leaders spot bottlenecks, optimize staffing, and improve performance without manual reporting.



Plain language answers

Ask real operational questions. Get clear answers - no analytics expertise required.



Instant recommendations

See where service breaks down and what to change, based on live WaitWell data.



No report digging

Get insights immediately without pulling, reconciling, or interpreting individual reports.



All your service questions, answered

- Are we losing money from no-shows?
- How can we reduce staffing costs by 10% without impacting service levels?
- Where are we overstaffed or stretched thin?

AI pricing is based on usage and complexity.

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